

Department of Technology Services

JOB OPPORTUNITY

Program Technician I/II \$2130-\$2780

Statewide Telecommunications and Network Division

Administrative and Directory Services Unit

Job Description:

The Statewide Telecommunications and Network Division (STND) has a key position in the California Government Information Center (CGIC) which provides the first response to State information inquiries, help desk assistance, and statewide directory services. Under the general direction of the Staff Services Manager I, the Program Technician I represents the state with high visibility by providing general and technical State Government directory services information to government agencies and the general public via the telephone and Internet. This position is located just north of downtown Sacramento at the Sequoia Pacific campus which includes free parking.

Essential Functions:

The Program Technician I (Information Agent) must be able to distinguish the functions of state, federal, county and city government; understand the sensitiveness/priority of certain situation or questions and respond accordingly; learn the general business of the state, the DTS, and the STND, ask effective questions, and do research to effectively respond to inquiries or to identify appropriate referral destinations. The Information Agent works independently with consistently polite, timely and professional customer service responses. Duties includes but are not limited to:

- First level response to State information inquiries by providing information in repose to a wide variety of multi-media (telephone, fax, email, Internet, written correspondence) inquiries from a multitude of government agencies and the public regarding State of California and local agency's organization, program, services and websites.
- First level response to customers requiring special assistance, including the elderly, the disabled, the first time customer, the customer with computer access, or the customer that needs TTY or related services.
- Respond to information requests for the STND and DTS business and services, and provide support to the administration of the State directory database and STND client activities.
- First level response in responding to inquiries from the Governor's homepage "online services" for the California On-Line Directory (www.cold.ca.gov).
- Respond to the CGIC telephone and web inquiries using initiative, tact, excellent oral and written communications, customer service and telephone answering skills.

Desirable Qualifications

- Experience in providing excellent customer service; work independently.
- Handle changing priorities, multiple tasks and deadlines.
- Excellent interpersonal and communication skills with the ability to work with a wide variety of people and personality types.
- Reliable/regular attendance.
- Must be able to be on the telephone, or headset, for extended periods of time while using a computer.
- Basic proficiency with a computer and Microsoft business applications.

Applications will be accepted from qualified individuals who have transfer, promotional or lateral eligibility. Applications will be screened; only the most qualified applicants will be interviewed. All appointments are subject to SROA/Surplus provisions. **Final**

File Date is Until filled. Interested applicants must submit a State Application 678 to:

**Department of Technology Services
Statewide Telecommunications and Network Division**

PO Box 1810

Rancho Cordova, CA 95741-1810

Attention: Debbie Swan (916) 657-9292

It is the objective of the State of California to achieve a drug-free state work place, any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

RPA 06-001 Position #690-182-9927-002

Telephone Relay Services or the deaf or hearing impaired: TDD Phone (800) 735-2929 Voice Phone (800) 735-2922

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